# State of Montana
## Montana Public Employee Retirement Administration

# 2012 Agency Biennial IT Report
## Fiscal Year 2011-2012

August 2012

# TABLE OF CONTENTS

# EXECUTIVE SUMMARY

The Montana Public Employee Retirement Administration (MPERA) is the executive staff to the Montana Public Employees' Retirement Board (PERB). PERB administers 10 separate retirement plans. PERB is administratively attached to the Department of Administration. PERB approves its annual budget and has hiring/firing authority of its administrative staff. PERB has fiduciary responsibility for the retirement plans and trust funds and is committed to acting in the best interest of the members and beneficiaries. MPERA's mission is to efficiently provide quality benefits, education and service to help our plan members and beneficiaries achieve a quality retirement.

To accomplish this mission MPERA must work with its stakeholders: the members, employers, lawmakers, taxpayers and employee groups. To provide quality education, communication, service and resources to those stakeholders, we need to efficiently and effectively use information technology resources.

The primary theme of the MPERA FY2010-FY2015 IT Strategic Plan was to continue to provide timely processing of contributions and benefits, to protect individual privacy and the privacy of information contained within our systems, to provide secure internet access to education resources, account information, forms, published documents and other resources to our stakeholders, to implement improved and new technology where feasible and to continually strive to perform more efficiently and effectively, balancing our staff, technology and resources to produce the maximum value for the time, effort and budget we invest.

| Initiative Status | Total | Fully Funded | Unfunded | Partially Funded |
|---|---|---|---|---|
| Completed | 1 | | | |
| Substantially Completed | | | | |
| Deferred | | | | |
| Delayed | | | | |
| Cancelled | | | | |
| Remain on-going by design | | 1 | | |

# SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

## *Goal Number 1:*

**IT Goal 1**    Maintain ITSD recommended standards and policies.

**Description:**  Maintain ITSD recommended hardware and software standards for MPERA staff and customers. Ensure MPERA is in compliance with state policies.

**Benefits:** To stay abreast of technological advancements, to obtain the support and knowledge of ITSD staff for maintenance and troubleshooting problems, to enable communication with other state agencies

**Which state strategic goal(s) and/or objective(s) does your goal address?**  Montana Objectives: 1.1-Develop IT resources in an organized, deliberative and cost-effective manner, 1.6 - Continue to encourage and promote the use of innovative technologies for delivering government services, 4 - Protect individual privacy and the privacy of information contained within IT systems.

### Supporting Objective/Action

**Objective 1-1**    Ensure MPERA is in compliance with state policies.

Accomplishments: Migrated off Novell Netware to Windows Server 2008 (100% complete).  Established VMWare environment to contain all MPERA's servers and limited workstations. (Environment setup-100%, additional VMs-ongoing). Migrating workstations from Windows XP to Windows 7. Redesigned MPERA's public website.

Status: on-going

### Supporting Objective/Action

**Objective 1-2**    Implement an Information Security Program.

Accomplishments: MPERA has designated Hollie Koehler as our Information Security Officer. MPERA staff has attended training and has worked with DOA to understand the requirements of a good information security program. 5% completed.

Status: on-going

## *Goal Number 2:*

**IT Goal 2**    Successfully implement MPERA's overall customer service, business operations and technology improvement initiative (MPERAtiv).

MPERA administers three mainframe systems, two Oracle based applications and two JAVA applications. Our current mainframe systems utilize IDMS databases hosted by the Montana Department of Administration – State Information Technology Services Division. These software systems are nearing the end of their life cycle and have seen many legislative driven plan changes and additions over their 25-year lifespan that have left the systems more difficult to maintain and enhance. MPERA plans to replace these software systems with a new Line of Business (LOB) pension administration system. MPERA established an internal Intranet maintained by MPERA's respective business units to keep the agency staff apprised of current events, project statuses, employee accomplishments, etc.

**Benefits:** Improve delivery of public services, improve customer service, improve data quality, maintain fiscal responsibilities, improve internal system functionality, improve operating efficiencies, and consistency of business processes and calculations.

**Which state strategic goal(s) and/or objective(s) does your goal address?**

1.1 - Develop IT resources in an organized, deliberative, and cost effective manner. 1.2 - Utilize IT best practices to implement and manage information technology systems in a coordinated manner inclusive of all units of government with common or related business objectives. 2.4 - Continue emphasis on support and maintenance of existing IT infrastructure.

## Supporting Objective/Action

**Objective 2-1**          Continue emphasis on support and maintenance of existing IT infrastructure.

Accomplishments: Completed 77 enhancement requests through 30-JUN-2012 for our legacy IDMS pension admin system.  Enhanced the retirement benefit estimation feature of MPERA's website. Implemented a public facing web based service purchase calculator.  Created an in-house benefit calculator for use by MPERA's member services staff.

Status: On-going

## Supporting Objective/Action

**Objective 2-2**          Maintain accuracy and integrity of data.

Accomplishments: A data cleansing project was unanimously approved by the Public Employees Retirement Board on 10/14/2010. Agency released the RFP on 6/20/2011 and the contract was awarded to Ventera, on 8/05/2011.  Project kick off was held on 9/6/11 - 9/7/11. MPERA and Ventera have completed the initial data identification phase and the Data Analysis project phase. We are proceeding with the Data Cleansing project phase. The project will be complete with the implementation of our new line of business system in July, 2015. 25% complete.

Status: On-going

## Supporting Objective/Action

**Objective 2-3**          Implement basic internet inquiry to provide members with basic member account information.

Accomplishments: Member self service portal is Phase 4B of our MPERAtiv Line of Business project. Timeline for completion of our member self service portal is November, 2015 followed by a 12 month warranty period. 0% complete.

Status: deferred

## Supporting Objective/Action

**Objective 2-4**          Implement function to allow members to inquire, download and print member statements from MPERA website.

Accomplishments: Member self service portal is Phase 4B of our MPERAtiv Line of Business project. Timeline for completion of our member self service portal is November, 2015 followed by a 12 month warranty period. 0% complete.

Status: deferred

## Supporting Objective/Action

**Objective 2-5**          Implement basic internet update to allow members to maintain member account information.

Accomplishments: Member self service portal is Phase 4B of our MPERAtiv Line of Business project. Timeline for completion of our member self service portal is November, 2015 followed by a 12 month warranty period. 0% complete.

Status: deferred

## *Goal Number 3:*

**IT Goal 3**        Implement new technology for critical MPERA processes, forms and documents.

Description: Critical business processes are paper driven, performed manually and labor intensive. MPERA currently has paper, microfiche and microfilm files all used for the delivery of customer service and benefits.  Documents that are critical to successful completion of these processes are located in various places throughout MPERA. To improve records information management, business process functionality, and provide continuity of operations, processes need to be automated and an imaging system implemented

Benefits: Improve services to MPERA stakeholders, simplify and improve business processes, improve document classification, storage and access, recovery of documents in the event of disaster, improve data capture from critical documents, link document processing between bureaus, reduce MPERA's processing costs, reduce or eliminate microfiche and future document storage costs, reduce or eliminate lost or misplacement of documents and files, increase efficiency of MPERA staff, technology and workflow systems, protection of information due to recovery of misplaced or corrupted files and documents, produce the maximum value for the time, effort and budget invested.

Montana Objectives: 1.1- Develop IT resources in an organized, deliberative and cost-effective manner, 1.2 Utilize IT best practices to implement and manage information technology systems in a coordinated manner inclusive of all units of government with common or related business objectives, 1.4 - Coordinate planning, development, and implementation of new information technology resources in conjunction with budget development and approval, 1.6 - Continue to encourage and promote the use of innovative technologies for delivering government services. Improve government services, 2.6 - Expand business continuity and disaster recovery planning, 4 - Protect individual privacy and the privacy of information contained within IT systems

### Supporting Objective/Action

**Objective 3-1**        Implement an imaging system and basic workflow for critical MPERA forms and documents.

Accomplishments: Successfully implemented Laserfiche electronic content management system (imaging system).  All day-forward mail and documents are scanned directly into the system for electronic distribution to the appropriate MPERA staff.

Status: 100% Complete

### Supporting Objective/Action

**Objective 3-2**        Back file conversion of MPERA documents

Accomplishments: 12% complete with back file scanning of approximately 500,000 images of Active and Inactive members' paper files.

Status: On-going

## *Goal Number 4:*

**IT Goal 4**          Keep business continuity plan up to date for disaster recovery

Description: Maintain documented disaster recovery plans for all computer systems and MPERA's server.

### Supporting Objective/Action

**Objective 4-1**          Actively participate with the state Service Delivery Team for disaster recovery.

Accomplishments: No tests scheduled or performed by SITSD.

Status: Deferred

### Supporting Objective/Action

**Objective 4-2**          Work with ITSD to be a part of Disaster Recovery tests.

Accomplishments: No tests scheduled or performed by SITSD.

Status: Deferred

### Supporting Objective/Action

**Objective 4-3**          Review and update agency disaster recovery plan.

Accomplishments: MPERA worked with the Continuity Bureau and DOA to complete the review and update our continuity Plans in 2012. 100% Complete.

Status: On-going.

# SECTION 2: IT INITIATIVES STATUS UPDATES

**Initiative 1**          Imaging System and Basic Workflow for critical MPERA forms and documents.

Description: Our current business processes are paper driven. Documents that are critical to successful completion of critical business processes are located in various places throughout MPERA. An imaging system with basic workflow is needed to allow for recovery and improved business process functionality.

EPP Number:

Status:          Completed

Funding:

**Initiative 2**          Develop new line of business (LOB) software system.

Description: Our current mainframe systems utilize IDMS databases. These applications are nearing the end of their life cycle, but are customized to our needs and continue to perform well. We plan to replace our buyback, retired, active, Volunteer Firefighter and the Employer Web Reporting applications.

Our goal will be to extract the maximum value from the replacement of these systems for the time, effort, resources and budget invested.

EPP Number:

Status:          On-going

Funding:         Funded

## SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2010 IT plan and 2011 IT plan update.